

Safety Attribute Inspection (SAI) Data Collection Tool

1.3.7 Outsource Organization (AW)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure when making arrangements with other persons to perform maintenance, preventive maintenance, or alterations of its aircraft, including airframes, aircraft engines, propellers, appliances, emergency equipment, and parts thereof, the performance is in accordance with its continuous airworthiness maintenance program (CAMP), maintenance manual, and the regulations of Title 14 of the Code of Federal Regulations (14 CFR).

Objective (FAA oversight):

- To determine if the certificate holder's Outsource Organization process meets all applicable requirements of Title 14 of the Code of the Federal Regulations (14 CFR) and FAA policies.
- To determine if the certificate holder's Outsource Organization process incorporates the safety attributes.
- To identify any shortfalls in the certificate holder's Outsource Organization process.

Specific Instructions:

- When an air carrier outsources maintenance to a maintenance provider, 14 CFR part 121, 121.363 and 14 CFR part 145, 145.205, together, establish the fact, that all 14 CFR part 121 maintenance rules, take precedent. The maintenance provider becomes, in effect, an extension of the carrier's maintenance organization. All work must be accomplished in accordance with that carrier's CAMP.
- When answering the questions in section 1 question 1.11 of this SAI, the inspector must verify that the certificate holder's outsource maintenance section of its manual contains procedures for the air carrier to maintain control of all levels of sub-contracting maintenance arrangements with other persons to perform maintenance, preventive maintenance, and alterations. It must ensure that all sub-contracted maintenance is performed in accordance with the carrier's CAMP.
- When answering the questions in section 1, question 1.12.1 of this SAI, the inspector must verify that the certificate holder's CAMP and maintenance manual contain procedures and instructions necessary to review, evaluate, and authorize the use of the maintenance providers procedures as a whole, or in part, to become an extension of the carrier's maintenance program. Verify that the carrier provides details to the maintenance provider as to what manner the maintenance is to be accomplished. It must include the method for disseminating the authorization and specific work instructions to the maintenance provider. This evaluation process and subsequent method of dissemination to the outsource provider must be described within the carrier's outsource maintenance program portion of its CAMP.
- In question 1.1, the inspector must verify if the air carrier's outsource maintenance process procedures, policies, methods, information, and instructions are easily located, recognized, and controllable. This must include the method of disseminating it to the maintenance providers. The inspector must explain to the carrier the benefits of having a separate chapter or section of their manual dedicated for all outsourcing maintenance requirements.
- In Question 1.18.1, the outsource process must require air carrier audits to be an in

process inspection of a particular article or articles that has been completed, or is under way by the outsource maintenance provider. The entire maintenance process must be evaluated from the time it is received, until it is completed, to ensure compliance with the carrier's CAMP.

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
 - 119.43(b)
 - 119.43(b)(1)
 - 119.43(b)(2)
 - 119.43(c)
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.363(b)
 - 121.365(a)
 - 121.365(b)
 - 121.365(c)
 - 121.367
 - 121.367(a)
 - 121.367(b)
 - 121.367(c)
 - 121.369(a)
 - 121.369(b)
 - 121.369(b)(1)
 - 121.369(b)(3)
 - 121.369(b)(4)
 - 121.369(b)(5)
 - 121.369(b)(6)
 - 121.369(b)(7)
 - 121.369(b)(8)
 - 121.369(b)(9)
 - 121.371(a)
 - 121.371(b)
 - 121.371(c)
 - 121.371(d)
 - 121.373(a)
 - 121.375
 - 121.377
 - 121.378(a)
 - 121.378(b)
 - 121.379(a)
 - 121.380
 - 121.457(b)
 - 121.703
 - 121.703(g)
 - 121.705
 - 121.709(a)
 - D.072(c)
 - D.091
 - D.091(a)
 - D.091(b)

- SRRs:
 - D.091(c)
 - D.091(d)
 - D.091(e)
 - D.091(f)
 - D.091(g)

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
 - Intentionally left blank
- FAA Policy/Guidance:
 - FAA Order 8300.10, Volume 2, Chapter 69

SAI SECTION 1 - PROCEDURES ATTRIBUTE

Objective: Procedures, instructions, and information contained in the certificate holder's manual are documented methods for accomplishing a process. Policies contained in the certificate holder's manual should establish the certificate holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Outsource Organization process.
3.	Review the certificate holder's manual to ensure that it contains policies, procedures, instructions and information necessary for the Outsource Organization process.

Questions

	To meet this objective, the inspector must answer the following questions:	
	Does the content of the certificate holder's manual meet the specific regulatory and FAA policy requirements for an Outsource Organization process?	
1.1.	Does the certificate holder's inspection program and the program covering other maintenance, preventive maintenance, and alterations include instructions and information necessary for personnel to ensure that: SRRs: 121.135(a)(1); 121.367	
1.1.1	Maintenance, preventative maintenance, and alterations performed by other persons is performed in accordance with the certificate holder's manual? SRRs: 121.367(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.2	Competent personnel are provided for the proper performance of maintenance, preventive maintenance, and alterations? SRRs: 121.367(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.3	Adequate facilities are provided for the proper performance of maintenance, preventive maintenance, and alterations? SRRs: 121.367(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.4	Adequate equipment is provided for the proper performance of maintenance, preventive maintenance, and alterations? SRRs: 121.367(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.5	When maintenance, preventive maintenance, or alterations are performed by other persons, each aircraft and its component parts, accessories, and appliances are maintained in an airworthy condition and in accordance with its CAMP and maintenance manual? SRRs: 121.367(c); D.072(c)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.1.6	Each person with whom the certificate holder arranges for the performance of maintenance, preventive maintenance, or alterations has an organization adequate to perform that work? SRRs: 121.365(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.7	Each person with whom the certificate holder arranges for the performance of any required inspections (RII) has an organization adequate to perform that work? SRRs: 121.365(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.8	Each person performing required inspections for the certificate holder, in addition to other maintenance, preventive maintenance, or alterations, has organized the performance of those functions so as to separate the required inspection functions from the other maintenance functions? SRRs: 121.365(c)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.9	Each person performing required inspections is appropriately certificated, properly trained, qualified, and authorized to do so? SRRs: 121.371(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.2.	Does the certificate holder's manual include a list of persons with whom it has arranged for the performance of any of its required inspections, other maintenance, preventive maintenance, or alterations, including a general description of that work? SRRs: 121.369(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Does the certificate holder s manual include instructions and information necessary for personnel to ensure that, when maintenance, preventive maintenance, or alterations are performed by other persons: SRRs: 121.135(a)(1); 121.371(b)	
1.3.1	No person is allowed to perform a required inspection unless, at that time, the person performing that inspection is under the supervision and control of an inspection unit? SRRs: 121.371(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.3.2	No person is allowed to perform a required inspection if he/she performed the item of work that is required to be inspected? SRRs: 121.371(c)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.4.	Does the certificate holder's manual contain instructions and information necessary for personnel to ensure that each person under contract to perform required inspections maintains a current listing of individuals who have been trained, qualified, and authorized to conduct required inspections? SRRs: 121.135(a)(1); 121.371(d)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Does the certificate holder's manual contain instructions and information necessary to ensure persons with whom it arranges to perform required inspections have given individuals so authorized written information describing the extent of their responsibilities, authorities, and inspection limitations? SRRs: 121.135(a)(1); 121.371(d)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Does the certificate holder's manual include instructions and information necessary to conduct continuing analysis and surveillance of the performance and effectiveness of its inspection program and the program covering other maintenance, preventive maintenance, and alterations when those programs are outsourced? SRRs: 121.135(a)(1); 121.373(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.7.	<p>Does the certificate holder's manual include instructions and information necessary to ensure any deficiency in its inspection program and the program covering other maintenance, preventive maintenance, and alterations are corrected when those programs are outsourced?</p> <p>SRRs: 121.135(a)(1); 121.373(a)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8.	<p>Does the certificate holder's manual require maintenance provider s personnel to be trained in a manner equivalent to the requirements of the certificate holder's manual?</p> <p>SRRs: 121.135(a)(1); 121.375</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. Check that the certificate holder's manual system contains instructions and procedures to ensure that persons performing maintenance or preventive maintenance functions for it have a training program which ensures that each person (including inspection personnel) who determines the adequacy of work done is fully informed about techniques specific to that work.. <i>Sources:</i> 121.135(b)(16); 121.375 <i>Interfaces:</i> 1.1.1(AW); 1.2.1(AW); 1.2.2(AW); 1.2.3(AW); 1.3.1(AW); 1.3.2(AW); 1.3.4(AW); 1.3.5(AW); 1.3.9(AW); 1.3.11(AW); 1.3.14(AW); 2.1.1(AW); 2.1.2(AW); 2.1.3(AW); 2.1.4(AW); 4.1.1(AW); 4.1.2(AW); 4.2.1(AW); 4.2.2(AW); 4.4.1(AW); 4.4.2(AW); 4.4.3(AW); 4.4.4(AW); 5.1.1(AW); 7.1.1(AW); 7.1.2(AW) 2. Check that the certificate holder's manual system contains instructions and procedures to ensure that persons performing maintenance or preventive maintenance functions for it have a training program which ensures that each person (including inspection personnel) who determines the adequacy of work done is fully informed about new equipment in use. <i>Sources:</i> 121.135(b)(16); 121.375 <i>Interfaces:</i> 1.1.1(AW); 1.2.1(AW); 1.2.2(AW); 1.2.3(AW); 1.3.1(AW); 1.3.2(AW); 1.3.4(AW); 1.3.5(AW); 1.3.9(AW); 1.3.11(AW); 1.3.14(AW); 2.1.1(AW); 2.1.2(AW); 2.1.3(AW); 2.1.4(AW); 4.1.1(AW); 4.1.2(AW); 4.2.1(AW); 4.2.2(AW); 4.4.1(AW); 4.4.2(AW); 4.4.3(AW); 4.4.4(AW); 5.1.1(AW); 7.1.1(AW); 7.1.2(AW) 3. Check that the certificate holder's manual system contains instructions and procedures to ensure that persons performing maintenance or preventive maintenance functions for it have a training program which ensures that each person (including inspection personnel) who determines the adequacy of work done is competent to perform their duties. <i>Sources:</i> 121.135(b)(16); 121.375 <i>Interfaces:</i> 1.1.1(AW); 1.2.1(AW); 1.2.2(AW); 1.2.3(AW); 1.3.1(AW); 1.3.2(AW); 1.3.4(AW); 1.3.5(AW); 1.3.9(AW); 1.3.11(AW); 1.3.14(AW); 2.1.1(AW); 2.1.2(AW); 2.1.3(AW); 2.1.4(AW); 4.1.1(AW); 4.1.2(AW); 4.2.1(AW); 4.2.2(AW); 4.4.1(AW); 4.4.2(AW); 4.4.3(AW); 4.4.4(AW); 5.1.1(AW); 7.1.1(AW); 7.1.2(AW) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	<p>Does the certificate holder's manual contain instructions and information to ensure its maintenance providers follow the duty time requirements of 14 CFR part 121, section 121.377?</p> <p>SRRs: 121.135(a)(1); 121.377</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. Check that the certificate holder's manual system includes instructions 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>and procedures to ensure that persons (within the United States) performing maintenance or preventive maintenance functions for it shall relieve each person performing maintenance or preventive maintenance from duty for a period of at least 24 consecutive hours during any seven consecutive days, or the equivalent thereof within any one calendar month.</p> <p><i>Sources:</i> 121.135(b)(16); 121.377</p> <p><i>Interfaces:</i> 1.3.1(AW); 1.3.2(AW); 1.3.14(AW); 2.1.1(AW); 2.1.2(AW); 2.1.3(AW); 2.1.4(AW); 4.2.1(AW); 6.2.1(AW)</p>	
1.10.	<p>Does the certificate holder's manual contain instructions and information necessary to ensure that its maintenance provider's personnel who are directly in charge of maintenance, preventive maintenance, or alterations, and those persons performing required inspections, must hold an appropriate airman certificate (except for maintenance, preventive maintenance, alterations, and required inspections performed by a certificated repair station that is located outside the United States)?</p> <p>SRRs: 121.135(a)(1); 121.378(a); 121.378(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	<p>Does the certificate holder's CAMP and maintenance manual contain procedures for personnel to make arrangements with other persons to perform maintenance, preventive maintenance, and alterations?</p> <p>SRRs: 121.135(a)(1); 121.379(a)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	<p>Does the certificate holder's manual contain instructions and information necessary for personnel to ensure that each person under contract to perform maintenance, preventive maintenance, and alterations:</p> <p>SRRs: 121.135(a)(1); 121.379(a)</p>	
1.12.1	<p>Follows its CAMP and maintenance manual when performing maintenance, preventive maintenance, and alterations on its airplanes including airframes, aircraft engines, propellers, appliances, emergency equipment, and parts thereof?</p> <p>SRRs: 121.369(b); 121.379(a)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.2	<p>Follows the method of performing routine and nonroutine maintenance (other than required inspections), preventive maintenance, and alterations?</p> <p>SRRs: 121.369(b)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.3	<p>Follows the method of performing required inspections as provided in the CAMP?</p> <p>SRRs: 121.369(b)(3)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.4	<p>Follows the procedures for the re-inspection of work performed pursuant to previous required inspection findings (buy-back procedures)?</p> <p>SRRs: 121.369(b)(4)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.5	<p>Follows the procedures, standards, and limits necessary for required inspections?</p> <p>SRRs: 121.369(b)(5)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.6	<p>Follows the procedures, standards, and limits necessary for acceptance or rejection of the items required to be inspected?</p> <p>SRRs: 121.369(b)(5)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.7	<p>Follows the procedures, standards, and limits necessary for periodic inspection and calibration of precision tools, measuring devices, and test equipment?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	SRRs: 121.369(b)(5)	
1.12.8	Follows the procedures to ensure that all required inspections are performed? SRRs: 121.369(b)(6)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.9	Follows the instructions to prevent any person who performs any item of work from performing any required inspection of that work? SRRs: 121.369(b)(7)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.10	Follows the instructions and procedures to prevent any decision of an inspector, regarding any required inspection, from being countermanded by persons other than supervisory personnel of the inspection unit, or a person with the proper overall responsibility for management of RII and maintenance functions? SRRs: 121.369(b)(8)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.11	Follows the procedures that ensure that required inspections, other maintenance, preventive maintenance, and alterations that are not completed as a result of shift changes or similar work interruptions are properly completed before the aircraft is released to service? SRRs: 121.369(b)(9)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.13.	Does the certificate holder's manual contain procedures to ensure that the maintenance recording requirements of 14 CFR part 121, section 121.380, are met when maintenance, preventive maintenance, or alterations are outsourced? SRRs: 121.380	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.14.	Does the certificate holder s manual contain procedures to ensure that the reporting requirements of 14 CFR part 121, sections 121.703 and 121.705, are met when maintenance, preventive maintenance, or alterations are outsourced? SRRs: 121.703; 121.705	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.15.	Does the certificate holder s manual contain procedures that ensure that all substantial maintenance performed by the organizations listed in table 1 of the D091 Operations Specifications is performed without deviation and in accordance with the certificate holder s CAMP? SRRs: 121.135(a)(1); 121.367; 121.379(a); D.091(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.16.	Does the certificate holder s manual contain instructions and information necessary for personnel to ensure that substantial maintenance providers listed in Operations Specifications D091: SRRs: 121.135(a)(1); D.091(b)	
1.16.1	Have an adequate organizational structure and provide competent, appropriately trained, qualified personnel, as well as appropriate and adequate facilities and equipment for the proper performance of substantial maintenance in accordance with the certificate holder's CAMP? SRRs: D.091(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.16.2	Require that each person who prepares an airworthiness release in accordance with 14 CFR part 121, section 121.709, is properly authorized? SRRs: D.091(c) <i>Related Design JTIs:</i> 1. Check that the certificate holder's manual system has instructions and procedures to ensure that it does not operate an aircraft after maintenance, preventive maintenance or alterations are performed,	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>unless the certificate holder, or the person with whom it arranges for the performance of the maintenance, preventive maintenance, or alterations, prepares or causes to be prepared an airworthiness release or an appropriate entry in the aircraft log.</p> <p><i>Sources:</i> 121.135(b)(16); 121.709(a)</p> <p><i>Interfaces:</i> 1.1.1(AW); 1.1.2(AW); 1.2.1(AW); 1.2.2(AW); 1.2.3(AW); 1.3.1(AW); 1.3.2(AW); 1.3.5(AW); 1.3.9(AW); 1.3.13(AW); 1.3.14(AW); 4.1.2(AW); 4.2.1(AW); 4.4.1(AW); 4.4.2(AW); 4.4.3(AW); 4.4.4(AW)</p> <p>2. Check that the certificate holder's manual system has instructions and procedures to ensure an airworthiness release, or an appropriate entry in the aircraft log, required by Part 121.709(a) is prepared in accordance with procedures set forth in the certificate holder's manual, regardless of who prepares the release or entry.</p> <p><i>Sources:</i> 121.135(b)(16); 121.709(b)(1)</p> <p><i>Interfaces:</i> 1.1.1(AW); 1.1.2(AW); 1.2.1(AW); 1.2.2(AW); 1.2.3(AW); 1.3.1(AW); 1.3.2(AW); 1.3.5(AW); 1.3.9(AW); 1.3.13(AW); 1.3.14(AW); 4.1.2(AW); 4.2.1(AW); 4.4.1(AW); 4.4.2(AW); 4.4.3(AW); 4.4.4(AW)</p>	
1.16.3	<p>Employ persons that determine the adequacy of work performed in accordance with the certificate holder's CAMP, are fully informed, appropriately trained about procedures, techniques, and the use of existing and new equipment, and are competent to perform their duties?</p> <p>SRRs: D.091(e)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.17.	<p>Does the certificate holder's manual contain procedures that would ensure that all arrangements, particularly those arrangements with foreign organizations, are not contrary to Operations Specifications paragraph D091, the certificate holder's CAMP, and 14 CFR?</p> <p>SRRs: D.091(g)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.18.	<p>Does the certificate holder's manual include a system that:</p> <p>SRRs: 121.135(a)(1); D.091(d)</p>	
1.18.1	<p>Detects and identifies, as well as provides timely corrective actions for, all deficiencies in those portions of its CAMP, including recordkeeping systems that are carried out by the organizations listed in table 1 of Operations Specifications paragraph D091?</p> <p>SRRs: D.091(d)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.18.2	<p>Continually tracks and evaluates the quality of the substantial maintenance work accomplished by the substantial maintenance provider?</p> <p>SRRs: D.091(f)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.18.3	<p>Includes provisions for timely corrective actions in the event the quality of work performed by its substantial maintenance provider's becomes unsatisfactory?</p> <p>SRRs: D.091(f)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.19.	<p>Does the certificate holder's manual contain the required references to, or excerpts from, Operations Specifications paragraph D091?</p> <p>SRRs: 119.43(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.20.	<p>If the certificate holder's manual includes excerpts from its operations specifications, are the excerpts clearly identified as part of the operations specifications?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not

	SRRs: 119.43(b)(1)	Applicable
1.21.	Does the certificate holder's manual require compliance with Operations Specifications paragraph D091? SRRs: 119.43(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.22.	Does the certificate holder's manual contain a method for keeping all persons engaged in its operations informed of the provisions of Operations Specifications paragraph D091? SRRs: 119.43(c)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.23.	Does the certificate holder's manual contain procedures for determining the qualifications of a substantial maintenance provider that comply with the guidance contained in FAA order 8300.10, Airworthiness Inspector's Handbook, volume 2, chapter 69?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder's manual contain general policies for the Outsource Organization process that comply with the SRRs? SRRs: 121.135(b)(1); 121.363(b); 121.365(a); 121.365(b); 121.365(c); 121.367; 121.371(a); 121.371(b); 121.371(c); 121.371(d); 121.373(a); 121.375; 121.377; 121.378(a); 121.379(a); 121.457(b); 121.703(g); 121.709(a); D.091	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)? SRRs: 121.135(b)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual contain the duties and responsibilities for personnel who will accomplish the Outsource Organization process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder's manual include instructions and information for personnel to meet the requirements of the Outsource Organization process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 1 - PROCEDURES ATTRIBUTE Drop-Down Menu	
1.	No procedures, policy, instructions or information specified.
2.	Procedures or instructions and information do not identify (who, what, when, where, how).
3.	Procedures, policy or instructions and information do not comply with CFR.
4.	Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5.	Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6.	Procedures, policy or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).
8.	Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

SAI SECTION 2 - CONTROLS ATTRIBUTE

Objective: Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the controls that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Are the following controls built into the Outsource Organization process:	
1.1.	Is there a control or controls in place to ensure that the certificate holder's Continuing Analysis and Surveillance System would detect and correct deficiencies in programs carried out by the outsource organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a control or controls in place to ensure that the certificate holder's aircraft, including airframes, engines, propellers, appliances, emergency equipment, or parts thereof, released to service by the maintenance provider, are maintained in an airworthy condition for operation under 14 CFR part 121?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Is there a control or controls in place to ensure that competent personnel are provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Is there a control or controls in place to ensure that adequate facilities are provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Is there a control or controls in place to ensure that adequate equipment is provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's aircraft, including airframes, engines, propellers, appliances, emergency equipment, or parts thereof?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Is there a control or controls in place to ensure that the maintenance provider was appropriately rated/authorized for the maintenance, preventive maintenance, or alterations it performed on the certificate holder's aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	thereof?	
1.7.	Is there a control or controls in place to ensure that current technical and administrative material for the proper performance of maintenance, preventive maintenance, and alterations of the certificate holder s aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof, is accessible to outsource provider personnel while performing their assigned duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 2 - CONTROLS ATTRIBUTE Drop-Down Menu	
1.	No controls specified.
2.	Documentation for the controls do not identify (who, what, when, where, how).
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

Objective: Process measurements are used by the certificate holder to measure and assess its processes, to identify and correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the process measurement questions below.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the process measurements that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Outsource Organization process include the following process measurements:	
1.1.	Is there a process measurement or process measurements that would reveal if the certificate holder's Continuing Analysis and Surveillance System failed to detect and correct deficiencies in programs carried out by the outsource organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a process measurement or process measurements that would reveal if the certificate holder's aircraft including airframes, engines, propellers, appliances, emergency equipment, or parts thereof, were released to service by the maintenance provider in other than an airworthy condition for operation under 14 CFR part 121?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Is there a process measurement or process measurements that would reveal if competent personnel were not provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Is there a process measurement or process measurements that would reveal if adequate facilities were not provided by the maintenance provider for the proper performance of maintenance, preventive maintenance, and alterations on the certificate holder's airframes, engines, propellers, appliances, emergency equipment, or parts thereof?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Is there a process measurement or process measurements that would reveal if adequate equipment was not provided by the maintenance provider for the	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	proper performance of maintenance, preventive maintenance, and alterations on the certificate holder s aircraft including airframes, engines, propellers, appliances, emergency equipment, or parts thereof?	
1.6.	Is there a process measurement or process measurements that would reveal if the maintenance provider was not appropriately rated/authorized for the maintenance, preventive maintenance, or alterations it performed on the certificate holder s aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	Is there a process measurement or process measurements that would reveal if current technical and administrative material for the proper performance of maintenance, preventive maintenance, and alterations of the certificate holder s aircraft, airframes, engines, propellers, appliances, emergency equipment, or parts thereof, was not accessible to outsource provider personnel while performing their assigned duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Is there a process measurement or process measurements that would reveal if the certificate holder s policy, procedures, instructions, and information contained in its manual were not followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder document its process measurement results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder s manual provide for the use of process measurement results to improve its programs?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the organization that conducts the process measurements have direct access to the person with responsibility for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE Drop-Down Menu	
1.	No process measurements specified.
2.	Documentation for the process measurements does not identify (who, what, when, where, how).
3.	Inability to identify negative findings.
4.	No provisions for implementing corrective actions.
5.	Ineffective follow-up to determine effectiveness of corrective actions.
6.	Resources requirements (personnel, facilities, equipment, technical data).
7.	Other.

SAI SECTION 4 - INTERFACES ATTRIBUTE

Objective: Interfaces are used by the certificate holder to identify and manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different manuals within the certificate holder's manual system must be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the certificate holder's manual system.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the interfaces associated with the Outsource Organization process that have been identified along with the individual questions in the section 1, Procedures, of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions: NOTE: The design job task items (JTIs) displayed with the questions in section 1, Procedures, of this DCT identify the potential interfaces (by element number) for this element.	
1.	Does the certificate holder's manual properly address the interfaces that are identified along with the questions in section 1, Procedures, of this DCT?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder's manual document a method for assessing the impact of any changes to the associated interfaces within the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 4 - INTERFACES ATTRIBUTE Drop-Down Menu	
1.	No interfaces specified.
2.	The following interfaces not identified within the Certificate Holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other

SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES

Objective: The questions in this section of the DCT address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Identify the person who has overall responsibility for the Outsource Organization process.
2.	Identify the person who has overall authority for the Outsource Organization process.
3.	Review the duties and responsibilities of the person(s) documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's manual clearly identify who is responsible for the quality of the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Does the certificate holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions, and information for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the certificate holder's manual include the duties and responsibilities of those who manage the work required by the Outsource Organization process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual include instructions and information for those who manage the work required by the Outsource Organization process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder's manual clearly and completely document the responsibility for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Does the certificate holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
7.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having responsibility for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
8.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
9.	Does the certificate holder's manual clearly and completely document the procedures for delegation of authority for the Outsource Organization process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

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SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES Drop-Down Menu	
1.	Not documented.
2.	Documentation unclear.
3.	Documentation incomplete.
4.	Other.